

2nd Brigade Combat Team



Family Member Handbook

October 2004

FAMILY PHONE GUIDE

Spouse's Social Security Number _____

Unit _____ Company _____

Battalion _____ Brigade _____

Spouse's Company Commander _____ Phone # _____

Spouse's First Sergeant _____ Phone # _____

Family Readiness Group Leader _____ Phone # _____

Family Readiness Group Point of Contact _____ Phone # _____

Chaplain _____ Phone # _____

Telephone Numbers

	Name	Phone #
Staff Duty	_____	_____
Rear Detachment Commander	_____	_____
Rear Detachment NCOIC	_____	_____
Brigade FRG Assistant	Marion Gilbert	287-6291
Command Financial Specialist	_____	_____
Platoon Leader/SGT's Spouse	_____	_____
Unit Commander/1SG's Spouse	_____	_____

FORT HOOD FREQUENTLY CALLED NUMBERS	
Fort Hood Family Assistance Center FAC	288-7570
Fort Hood Telephone Operator	287-1110
Military Taxi	287-2154
Army Substance Abuse Program (ASAP)	287-2892
Ambulance	288-8112
American Red Cross: Fort Hood	287-0400
American Red Cross: Killeen	200-0040
Apache Arts and Crafts Center	287-0344
Army Community Services (ACS)	287-3663
Army Emergency Relief (AER)	288-5003
Bell County Health Department	526-8371
Bell County Mental Health Mental Retardation: Temple	1-254-778-4841
Billeting	532-5157
BLORA - Belton Lake Outdoor Recreation Area	287-4907
Bus Schedules (Trailways, etc.)	634-3843
Casa Blanca Travel	285-2090
Casey Library	287-4921
Central Clearance (AG)	287-4628
Central Issue (CIF)	288-2267
Central Texas College	526-1104
Central Texas College (Ft. Hood)	526-1902
Chaplain's Crisis Line	287-CHAP
Child Abuse	1-800- 252-5400
Child Abuse Hotline	287-2273 (CARE)
Child Care (hourly at Comanche CDC)	287-4848
Child Development Center (Clear Creek)	288-5222
Child Welfare	526-9011
Child Welfare: State Agency	1(800) 252-5400
Child Youth Services (CYS)	287-9833
Citizenship/immigration/Naturalization (Houston)	1-800-375-5283
Civilian Personnel Advisory Center (Job Information)	288-2002
Commissary (Clear Creek)	287-6648
Commissary (Warrior Way)	287-8025
Community Counseling Center	288-6474
Community Health Nurse	287-0281
Community Life Program	288-1757
Community Mental Health	285-6347
Compassionate Friends (Bereaved Parents)	24Hour pager 542-8230
Consumer Affairs	287-2489
Department of Human Resources: Copperas Cove	547-4286
Department of Human Resources: Killeen	526-9011
Domestic Violence	1-800-252-5400

Education Center	287-4824
Emergency Room	288-8113
Emergency Room: Information	288-8000
Equal Opportunity	287-6242
Exceptional Family Member Program (EMFP)	286-6584
Families in Crisis	1-888-799-SAFE
Family Advocacy	286-6874
Family Housing	287-3704
Family Life Center	287-6310
Financial Readiness Program (ACS)	287-3663
Food Care Center - Killeen	554-3400
Food Stamp Program	519-4666
Guest Housing - Transient Billeting Office (Keith Ware Hall)	532-8233
Guest Housing: Poxon House	532-2100
Health Service	547-8383
Help Center (financial aid must be AER-referred)	Killeen 519-3360
Homeless Shelter: Cove House (Copperas Cove)	547-4673
Homeless Shelter: Home and Hope (Killeen)	634-0110
Homeless Shelter: Martha's Kitchen (Temple)	1-254-770-0515
Hospital: Central Appointments	288-8888
Household Goods (Inbound)	288-9832
Household Goods (Outbound)	287-2200
Housing (HUD, section 8)	634-2443
Housing Authority	634-5243 Killeen
Human Services	519-4666
Immunization	287-8480
Incoming Personnel: Info Desk (Bldg 121)	287-7990
ID Card Section (DEERS/4ID)	287-7875
Information, Ticketing, and Registration (ITR)	287-7310
Legal Aid Society (Belton)	1-800-234-6606
Legal Aid: 4ID	287-1850
Legal Aid: Ill Corps	287-5297/7901
Loan Closet	287-8595
Marine Rentals	287-6073
Marriage License Information	634-0768
Mental Crisis	1-800-888-4036
Military Police (MP) Non-Emergency	287-4001 DSN 737
Mission Soup Kitchen	634-8322
MP Watch Commander	287-4001
MWR - Morale Welfare & Recreation	287-6116
Officers' Club	532-5329
Passports VISAs	287-6101
Pharmacy	288-8100
Pharmacy: Refills	288-8911/8912
Poison Control	1-800-222-1222

Police: Copperas Cove	547-8222
Police: Harker Heights	699-7600
Police: Killeen	526-8311
Post Engineers (Work Orders/Housing)	532-3133
Post Exchange - Clear Creek	532-7200
Post Exchange - Warrior Way	532-8100
Post Locator	287-1110/2131
Post Office: Fort Hood	287-2728
Post Office: Killeen	634-0281
Provost Marshall's Office	287-8011
Public Welfare	526-9011
Rape Crimes: Report - CALL MP's	287-4001
Rape Crisis	634-1184 Families in Crisis
Family Out Reach Center	547-5911
Relocation	287-4471
Retirement (AG)	287-5210
Rivers Building (bldg 121)	287-4ACS
Runaway Hotline	1-800- 392-3352
School District: Copperas Cove	547-1227
School District: Killeen	501-0000
Social Services	288-6472/6474
Social Work Services: Information	288-6472/6474
Sports USA	287-6737
Spouse Abuse Hotline	287-CARE
Suicide Prevention	1-800- 888-4036
Texas Rehabilitation Commission	634-2618
Thrift Shop (Building 5003)	532-2948
TRICARE Customer Service	1-800- 406-2832 DENTAL 1-800-866-8499
VA Regional Office	1-800-827-1000
Veterans' Commission: Fort Hood	287-3341
Veterans' Commission: Temple	1-254 771-4549
Veterinarian Clinic	287-6719
WIC Program: Fort Hood	532-8680
WIC Program: Copperas Cove	547-9571
WIC Program: Killeen	526-2033
Women's Health Clinic	288-8265
YMCA Killeen	634-5445/0660
Youth Activities - Central Registration	287-8029

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DEPARTMENT OF THE ARMY
2nd Brigade Combat Team
4th Infantry Division (Mechanized)
Fort Hood, TX 76544

AFYB-AR-CO

27 September 2004

MEMORANDUM FOR WARHORSE FAMILY MEMBERS

SUBJECT: Family Readiness Group

1. Welcome to the Warhorse Brigade. The Family Readiness Group has put together this guide, which you should find helpful to you and your family. It contains information about what is available in the Ft. Hood community for soldiers and their families. It also has important information for successfully dealing with separations during deployments and training exercises. Please take the time to look through this handbook carefully.
2. I want you to know that I believe families are very important to this command. A soldier cannot do his job if his family is uninformed and not taken care of. The key to coping with separations caused by deployments or field exercises is to be prepared and to know where to find help when problems come up. It is also very important that you have a current Family Readiness Group phone roster. This way you will know who to call if the unexpected does happen.
3. The Army community is unique. The Warhorse Brigade is a family. The support individual family members give their soldiers is very important for the welfare of the unit. I sincerely appreciate that support that family members make for their soldiers. I hope this guide will make your time in the Warhorse Brigade more enjoyable.

WARHORSE 6

YOUR FAMILY READINESS GROUP

The Family Readiness Group is an organization of spouses designed to assist and support family members.

The FRG can:

- Be a point of contact.
- Give you information to help you solve problems.
- Provide assistance in easing the burdens of separation.
- Assist family members in obtaining important information.

Every spouse is encouraged to be an active part of the FRG, not only to receive help, but to help others. The FRG is a continuous activity of 1-67 AR and therefore it extends beyond deployment times. You should always have a current unit phone roster. It is important that your roster contain your current address, mailing address, and telephone number; you will be linked with a section and provided a list of telephone numbers for contacts. Under provisions of the Privacy Act, the release/publication of your address and telephone number will be for official purposes only.

FAMILY READINESS GROUP REPRESENTATIVES are available for each company. They are caring volunteers whose main purpose is to assist you with your concern, organize FRG activities, give out information and refer family members when in need.

Be familiar with your family readiness group.

- You will be notified through your company telephone TREE or roster of important information pertaining to deployment.
- Keep your company contact person's name and telephone number posted near your telephone.

Family Readiness Group Guidelines

Vision

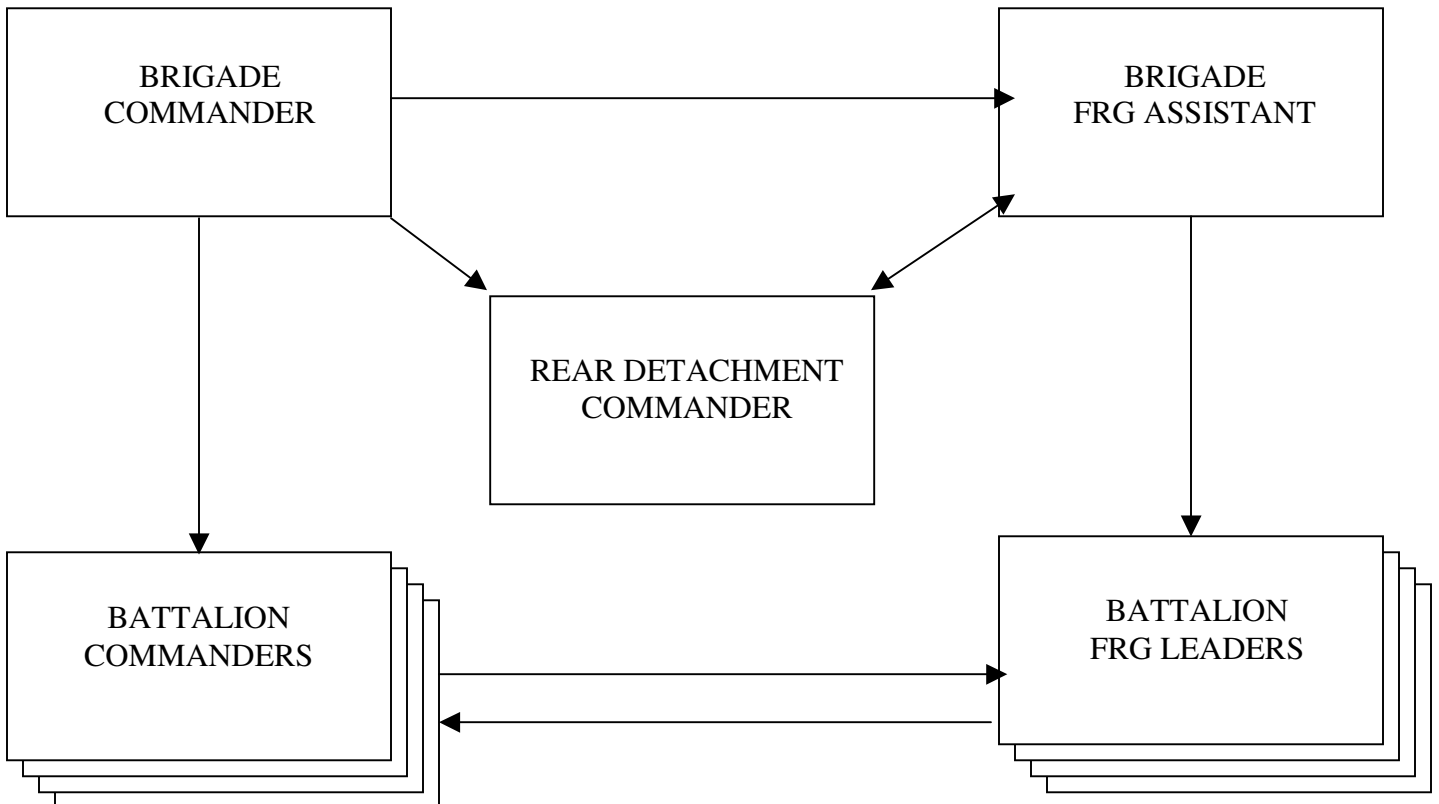
An FRG that:

- Has strong caring leadership
- Communicates well - sharing timely and accurate information
- Is an effective, positive and friendly organization
- Works, trains and plays well together
- Makes the brigade and our families stronger

FRG Goals

- Integration of all family members into the unit family and support system
- Reduce social isolation
- Assist in gathering and disseminating information and identifying resources
- Facilitate and establish a sense of community
- Enhance a feeling of belonging, control, self-reliance, and give family members an opportunity to make friends, a chance to have fun and discuss common experiences
- Reaches out where possible to extended family members beyond the Fort Hood community area (parents, grandparents)

FRG ORGANIZATION



Emergency Leave

- Soldiers may be authorized emergency leave for up to 30 days for emergency situations within the immediate family. For a person in loco parentis, the soldier must sign a statement verifying loco parentis. The immediate family includes the following family members of either the soldier or the soldier's spouse.
 - Parents, including stepparents
 - Spouse
 - Children, including stepchildren
 - Sisters, including stepsisters
 - Brothers, including stepbrothers
 - Only living blood relative
 - A person in loco parentis
- A person in loco parentis is one who stood in place of a parent to the soldier or the soldier's spouse for 24 hours a day, for at least a 5-year period before the soldier or the soldier's spouse became 21 years of age. A grand parent, or other person, normally is not considered to have stood in place of a person when the parent also lived at the same residence.
- Civilians may be authorized leave for serious illness or injury of a family member, which means a grave, critical, or potentially life-threatening illness, or injury. It includes a sudden injury such as an automobile or other accident where the exact extent of injury may be undetermined but is thought to be critical or potentially life threatening, based on the best assessment available. It also includes other situations involving less serious illness or injury of a family member in which the absence of the employee would result in great personal hardship for the immediate family.
- Guidelines for authorizing emergency leave are as follows:
 - Because of a death of an immediate family member.
 - When severe or unusual hardship would be encountered if a soldier failed to return home because of a personal disaster (i.e., hurricane, tornado, or flood).
 - DA Civilians - Return to Official Station or Home. When an employee discontinues a TDY assignment before its completion because of a personal emergency situation, expenses of appropriate transportation and per diem while enroute may be allowed. The approval of an appropriate official, for return travel from the interruption point to the PDS, is required. If, when the personal emergency situation has been resolved, the DoD component decides that it is Government's interest to return the employee to the TDY location, such return is a new travel assignment.
 - Other situations that occur within the immediate family should be considered for ordinary leave if the operational situation dictates.

PREDEPLOYMENT

Personal and Family Readiness

Being a military family can afford pride in serving one's country and provide many rich and new experiences.

Military families may experience special challenges related to their unique lifestyle.

Pressures and frustrations often result from:

- Lengthy separations or deployments
- Single parenting during a spouse's absence
- Separation from friends and families
- A strained family budget
- Constant adjustment to varying duty schedules
- Career changes at retirement

Nearly every military family has difficulty coping with problems from time to time.

Pressures may become so great that they affect many areas of life.

The military provides a number of helping agencies to assist families in coping with the stresses unique to their lifestyle.

Asking for help is not a sign of weakness. It shows that you care about your family and are willing to take action to solve any problems.

DEPLOYMENT

What Is a Deployment?

Deployment is the movement of a unit or individual from Fort Hood to an area for training or an actual mission. This can include:

- Short-term training
 - Extended temporary duty (TDY) of 4 to 6 months
 - Unaccompanied tours (12 months)
 - Stability or support operations to various areas of the world, such as:
 - Iraq
 - Afghanistan
 - Kuwait
 - Bosnia
 - War
-

Commanders Commanders

- Establish an atmosphere of care and concern for the families of unit soldiers
 - Anticipate and address the needs of unit soldiers and their families through:
 - Orientation programs
 - Newsletters
 - Pre-deployment briefings and letters
 - Social functions
 - Referral to Army Family Team Building Training Programs and Mobilization and Deployment FRG Training and RDO Course
 - Organize systems of mutual assistance and a network of communication prior to and during separation that includes the Family Readiness Group (FRG) chain of concern.
 - Actively sanction the FRG and officially appoint key FRG representatives. (Refer to DA PAM 608-47)
 -
-

Rear Detachment

The rear detachment staff consists of unit military members that stay on-post during deployment.

They are responsible for the remaining personnel and equipment, and for providing assistance to families of deployed soldiers.

- Coordinate with on and off-post agencies to meet families' needs.
- Work with the unit's FRG to plan family briefings and share information.
- Communicate with the deployed unit.
- Facilitate mail to deployed soldiers.
- Distribute leave and earnings statements (LESs).

During a deployment, keep the FRG and rear detachment informed of any address or telephone number changes if you go out of town.

Unaccompanied Tour

Your spouse may be assigned to a location to which family members may not be allowed to accompany him/her.

You can ease the burden of this major separation by:

- Attending outbound briefings with your spouse for important information.
 - Communicating and participating with your spouse's unit and FRG. They will remain your point of contact for support and information during your spouse's unaccompanied tour.
-

Prepare for Deployment

Resolve family problems before the separation; otherwise, they are worse at reunion.

- Express your feelings and encourage others to do the same ("I love you" "I'll miss you" "I'm frightened").
 - Recognize that anger is okay, but do not take your anger out on your spouse or your children.
 - Plan a family activity or a special family time without distractions.
 - Work through the Family Member Checklist to cut down on potential household management problems.
 - Set personal goals to meet during the deployment.
 - Attend the unit pre-deployment briefing.
-

Helping Children Cope with a Parent's Absence

Communicate with children -- Why? Where? With whom? How long will the parent be gone?

- Sit down with the whole family and talk about feelings (what will happen when the parent is gone and for how long will it be different when the parent returns).
 - Let children share their opinions of previous deployments with younger children and how they felt.
 - The departing parent should spend time individually with each child-just the two of them.
 - Take a picture of each child with the parent.
 - Consider enrolling youth in activities such as scouting, bowling, arts and crafts classes, youth sports, tours, etc.
-

Dual Parent Deployments

Families with both parents on active duty must carefully plan for their children.

- Always have your approved Family Care Plan ready.
 - Give the person caring for your child a Power of Attorney for medical care.
 - Make financial arrangements for all the extra child-related expenses.
 - Make sure the rear detachment commander has up-to-date information such as your current address, phone number, Family Care Plan.
-

Stages of Separation

There is no denying that the military lifestyle, especially unexpected deployments, can disrupt the family unit.

As soldiers prepare to deploy and leave, military families may experience:

- Denial; shock; disbelief; and numbness
- Anger; frustration with preparation demands; feeling guilty about spouse's departure; and resentment of military, spouse, and job
- Guilt for not saying or doing more before deployment or children may feel they caused the departure

- Depression, intense sadness, fatigue, loss of appetite, and withdrawal from routine
- Acceptance, realizing and accepting the situation, resolving to continue on positively, confidence in handling day-to-day living, awareness of increase in self-esteem, and personal abilities

Note: Knowing these feelings are normal can help families cope.

These stages occur in a universal order, however, a number of causes can trigger setbacks to previous stages.

Individual situations and types of deployment can influence the intensity and duration of each stage.

How to Manage Separation

To manage separation:

- Take good care of yourself.
- Make sure you eat right.
- Shop and cook for nutrition.
- Get enough rest.
- Make time for physical exercise. Walk daily, join an aerobics class, jog, bowl, etc.
- Treat yourself to a special outing, but stay within your budget.
- Try to set aside time to do something you enjoy every day.
- Avoid trying to do everything yourself.
- Take advantage of military community support.
- Participate in programs such as Army Family Team Building and Mobilization and Deployment, Family Readiness Training.
- Contact family, friends, neighbors, and spouses of other deployed soldiers whenever you need practical or emotional support.
- Set goals.
- Get involved in:
 - An activity
 - A hobby
 - A project
 - Church
 - Volunteering: Volunteers may receive 50 hours of free childcare per month while doing their volunteer work.

Try to hang in there when the going gets rough. Returning to your parents' home is only a temporary solution and can be expensive!

Talk about your feelings, doubts, and fears with a trusted friend, neighbor, co-worker, etc.

Seek professional help if you feel overwhelmed by your emotions or if you suspect that someone in the family is having emotional problems

Keep In Touch

Encourage a feeling of togetherness in the family during deployment by keeping the lines of communication open.
Possibilities include:

- Letters, which are:
 - Inexpensive
 - Allow you to think about what you would like to share
 - "Personalized" for individual family members

Share feelings directly, write as if writing a journal or diary, express affection and appreciation, answer and ask questions, and be honest (share how you managed the bad news).

- Phone calls are more direct and personal, although they are inconvenient and expensive (always know the cost of each call so you can budget).
- Pictures (including photographs and artwork by children) are:
 - Easily carried
 - Proudly displayed
 - Looked at often, helping family members remember each other
- Tape recordings and videocassettes offer realism and can be played regularly, although they require special equipment.
- Hearing voices can make the absent one seem more real, closer, and interested.
- Let children make a tape.
- Calendar tag involves sending a small fold-over calendar back and forth in letters so the deployed parent and child can take turns marking off days.

Safety and Security

Do not make it public knowledge that your spouse is deployed.
Tell children to do the same.

Discuss what they should say on the telephone.

Keep emergency telephone numbers close to the telephone at all times.

Contact the police or security force for additional suggestions or at the first sign of suspicious activity.

Seek help when you need it! Know your neighbors; you may need their help in an emergency.

The Fort Hood Military Police, Crime Prevention Section:

- Is the point of contact for anyone wishing information concerning home security while your spouse is deployed.
- Can give your home a security check before your spouse deploys.

Children and Separations

Children experience the same psychological patterns as their parents, due to their own feelings of loss and their awareness of the overall emotional situation.

Children often test parents to find out if they bend more when the spouse is gone, particularly at the time of departure and again upon return.

Some spouses overcompensate for their mate's absence by becoming permissive or overprotective with their children.

Keep discipline consistent.

Some decisions are harder to make alone.

Children need stability.

Look at it this way: if one of the two most important people in your life were constantly coming and going, here 2 weeks, gone 4 to 8 months, home 2 days, wouldn't your security be shaken?

Imagine what it does to children.

Insecurity, loss of status, and change in routine all add up to two complex emotions: hurt and anger, which are usually directed at the returning parent.

Children express their feelings in different ways:

- Their outward behavior is not always a good reflection of what is going on emotionally.
- Some children cover up their true feelings while others are more open.

Ideas for Managing Children

Dealing with these problems requires the honest expression of feelings in the family.

Even if there are no apparent conflicts, the following can make separation easier:

- Talk about feelings.
- Keep busy during the separation.
- Maintain the same rules for the children; they need the stability of unbroken routines.
- Encourage letter writing, sending:
 - Pictures
 - Artwork

- School work
- The absent parent needs to write separate letters to each child; each needs direct communication.
- Plan special outings regularly for something to look forward to.
- Keep in touch with teachers and other youth leaders to work together on changed behaviors or developing problems.
- Contact Child and Youth Services (CYS) about youth support groups, where children talk with and support each other.

When the Media Calls

Families of deployed soldiers may find themselves approached by local and national news media representatives for interviews.

Here are some tips about coping with the media.

Know your rights.

- It is your choice whether or not to speak to reporters.
- If you choose to speak, remember it is your right to stop at any time.
- A public affairs representative must accompany media persons on-post.

Know the role and purpose of the media.

- They are doing a job vital to democracy.
- Understand that it is not harassment when they call you at home or stop you at the supermarket asking for an interview.
- Only when they persist after having been told "no" does it become harassment.

Know who will hear you.

- Even family members might have information useful to opposing forces.
- Thanks to technology, the enemy can have access to what you say the moment you say it.
- On the other hand, when you are enthusiastic about your spouse's mission, your response can build morale and show American resolve.

Know your limits.

- It is best not to talk about anything of which you do not have first hand knowledge.
- There is nothing wrong with saying "I don't know" in response to questions for which you have no answer.

Don't speculate.

If your spouse calls home with information about the unit's return or with news about how the mission is going, remember to keep it to yourself.

Combat and training exercises spawn rumors, and some of what they tell you could be:

- Sensitive
 - Wrong
 - Subject to change
-

REUNION

Readjustment Reunion is a time of readjustment after separation, whether long or short, planned or unplanned.

Reunion can be both joyful and stressful because it is a big change that affects everyone.

Ideas for Family Members

To ease readjustment:

- Avoid tight schedules
 - Understand the soldier's discomfort and exhaustion
 - Allow time to adjust
 - Stick to your budget
 - Expect unusual feelings
-

Make it Easier for Children

Make reunions easier for children by:

- Giving them time
 - Expecting them to test limits
 - Planning family time
 - Planning individual time with the returning parent
 - Staying involved with:
 - School
 - Activities
 - Interests of the child
-

Make Reunions Joyful

Make reunions a joyful time by:

- Creating reasonable expectations
 - Asking for time to readjust
 - Communicating your feelings
-

Preparing for

Reunion is an exciting event; but like separation, it requires making adjustments.

Reunion

Help make the adjustments easier by considering:

- Expectations:
 - Do not expect things to be perfect after a reunion.
 - Allow time.
 - Be understanding and enjoy each other's company as much as possible.
 - Remember, open, honest communication can help solve problems or conflicts.
 - Role changes:
 - Roles and responsibilities may never return to "predeployment" status (people grow and change as time passes).
 - Discuss responsibilities until roles are clearly defined again.
 - Budget changes:
 - Reunions add expenses to your budget, such as higher food bills, greater transportation costs, etc., so plan carefully.
 - Draft a "reunion budget" to help point out new spending limits.
-

Tips to Make Reunion Day Joyful

- Expect the unexpected:
 - The soldier's arrival may reveal surprises to all.
 - Try to avoid making judgments.
- Go slow:
 - Set aside family time during the first few days rather than planning a busy schedule of events.
 - Although reunion is exciting, it can be stressful too.
- Think before you spend:
 - There may be a natural tendency to shower each other with expensive gifts and fancy meals.
 - Unless you can afford such luxuries, it is important to try to stick to your budget.

Getting reacquainted can really be an adventure.

Post Deployment Stress

The homecoming and reunion of soldiers, friends, and family has its own brand of stress.

The following techniques may help restore a sense of belonging and control:

- Talk openly about problems.
- Find people who can help with emotional support and day-to-day problem solving (friends, chaplain, social worker).
- Cut big problems into smaller parts and use the step-by-step approach-- look for solutions.
- Join social activities (religious, hobby, sports, clubs, etc.)
- Accept some setbacks (emotional, financial, physical, or job-related).
- Avoid excessive self-blame for readjustment problems.

Do not use alcohol and drugs to escape or forget problems.

FAMILY CONCERNS

Mail

Deployed soldiers receive mail during exercises.

They have the opportunity to mail letters to you.

Letters from home boost morale and provide assurance of the family's welfare.

Use any post office or the soldier's unit mail room to mail letters to your spouse.

Address letters correctly, include:

Information needed	Soldier's Address
Rank, name	
Unit identification	
Exercise Location	
Zip Code	

Mail Release

Any family member holding an identification (ID) card can pick up mail addressed to deployed soldiers at the unit mailroom when:

- The soldier completes the written release
- The soldier or family member delivers the release to the unit mailroom

**Child Youth
Services
(CYS)**

The CYS program maintains a regular schedule during deployments and field exercises.

Free child care may be available through CYS under certain circumstances. Please contact CYS for more information.

**Babysitting
List**

CYS provides a list of baby-sitters who have completed American Red Cross (ARC) babysitter training and Cardiopulmonary Resuscitation (CPR) training.

Request referrals in person at the CYS Central Registration Office, Building 121 (Rivers Building).

**Emergency
Child Care**

Family Advocacy Program (FAP) maintains a Crisis Parent File with CYS.

- Request short term care (1 to 7 days) by contacting the FAP Manager at 287-CARE.
-

**Child Abuse
and Neglect
287-CARE
(287-2273)**

Unfortunately, we anticipate some increase in child abuse during times of deployment.

The added stress on a parent, when the soldier is not available to help with children, can mount to the breaking point quickly.

Report suspected cases of child abuse or neglect to the proper agency.

In the State of Texas and on Fort Hood, failure to report abuse or neglect is a punishable crime.

Contact 287-CARE or 287-CHAP to report child abuse or neglect.

**Housing
Problems**

Family members residing in housing may leave the Fort Hood area for up to 6 months without losing their quarters if they make prior arrangements with the Fort Hood Housing Office.

Leave a Special Power-of-Attorney with someone in case of emergency and notify the military police of the absence.

If a soldier is on the list for housing and the family member decides to leave Fort Hood during deployment, the family member must leave a telephone number where he/she can be reached if their name comes up.

If at this time, the family member decides not to accept housing, his/her name will be placed on the bottom of the list.

Call 287-RENT for more information.

Possible Eviction

When landlords threaten to evict

- Contact the Command Financial NCO.
- Talk to the landlord.
- Explain the situation.
- Ask if they are willing to wait for the rent, and offer partial payment.

The Soldiers' and Sailors' Civil Relief Act, as amended in 1990, may provide eviction protection.

Leases

Call the legal assistance office indicated in paragraph 8a, for appointments to answer questions concerning leases.

Before breaking a lease or entering into a new lease, soldiers and family members should seek legal advice from the Legal Assistance Division, Office of the Staff Judge Advocate.

Termination notices:

- Give a written notice.
- The majority of leases require a 30-day written notice of intent to vacate the premises.

Security deposits:

- Texas law requires that within 30 days after you vacate the premises, the landlord must:
 - Return your security deposit if you leave the premises in good order without damage, and provide a forwarding address.
 - Give written notice of deductions from your security deposit.

Military clauses:

- Any written lease you sign should contain a military clause.
 - A military clause permits you to move pursuant to orders without incurring liability for the entire period remaining on the lease.
 - Generally, military clauses only apply to permanent change of station or expiration term of service moves, not TDY situations.
-

House

Before soldiers leave, family members need to know the location of and how to use the following:

- Circuit breaker switch box
 - Water control valve to shut off the water in an emergency
 - Gas control valves to shut off the gas in an emergency
-

FINANCES

Finance

The Finance and Accounting Office (FAO) provides information concerning a soldier's pay to the rear detachment.

If a problem with pay arises, such as a non-deposit of funds at the bank, contact the rear detachment commander.

In planning a budget, remember that separate rations may be taken from the soldier's pay for the duration of the deployment, if the deployment is more than 30 days long.

Financial Difficulties

If financial difficulties arise while the spouse is away, contact the rear detachment and the unit Command Financial Specialist (CFS).

Financial Support for Spouses

Ways of providing financial support to spouses during deployment are:

Soldiers should establish a joint checking or savings direct deposit account that the spouse maintains.

- Beware; due to distance and difficulty of communication, a check overdraft may occur if both soldier and spouse write checks drawn on the same account.
- Consider opening a separate checking account in addition to the joint account.
- The soldier may elect to start an allotment to the separate checking account or have the spouse make monthly deposits to the account.
- Send an allotment to the spouse.
 - Ensure the allotment covers all the expenses necessary to run a household.
 - Establish a deployment budget with a predetermined dollar amount for the deployed soldier's expenses.

Direct questions concerning military pay should be directed to the unit Command Financial Specialist (CFS)

Basic Allowance for Subsistence (BAS) BAS may terminate for the period of deployment; the soldier's pay decreases accordingly.

Separation Allowance If deployed or on TDY for more than 30 days, a soldier with qualified dependents receives separation allowance.

Upon his/her return, the soldier should apply for the separation allowance through the unit Personnel and Administration Center.

In case of an actual wartime deployment, a separation allowance begins during the soldier's deployment.

Family Members Information Family members:

- Can contact the rear detachment or the CFS for information on pay.
- Cannot get casual pay.
- Should contact the rear detachment commander for information.
- With assistance from the CFS, can go through Army Emergency Relief (AER) or the ARC for assistance if problems arise.

LEGAL ASSISTANCE

Legal Assistance You can get legal assistance by calling your servicing legal assistance office for an appointment. No legal advice can be provided by telephone or email.

- 4th Infantry Division units: call 287-1850/1855

Power of Attorney (POA) A *General POA* authorizes your agent to transact almost any business as if you were there in person.

A *Special POA* authorizes the individual designated to take specific actions such as moving household goods or selling a car.

There is no requirement for businesses or individuals to honor the POA.

A bank may refuse to cash a check even though the presenter has a POA authorizing the presenter to endorse and cash the check.

Wills Wills are highly recommended for people with children and are prepared free of charge in the Legal Assistance Office.

IDENTIFICATION (ID) CARDS

Replacement ID Cards

The Division Adjutant General Customer Service Section can:

- Verify family member status
- Complete the DD Form 1172 (Application for Uniformed Services Identification and Privilege Card)

The spouse must bring copies of each of the following:

- Power of attorney
- Marriage license
- A picture ID (driver's license, passport, or someone with a military ID card who can identify the spouse).
- Child's birth certificate, if applying for an ID card for a child

When verified, the forms are taken to the ID Card Section to have the ID card issued.

Temporary ID Card

If the required documents are not available for verification, a temporary ID card may be issued.

- Temporary ID cards are valid for 30 days.
 - Temporary ID card requests are considered on a case-by-case basis.
-

MEDICAL

Darnall Army Community Hospital

Information 288-8000

Patient Appointment System (DACH)

Monday through Friday, 288-8888

*Weekends 0730-1030, 288-8888

Patient Representative, 288-8156.

Bennett Health Clinic, 31st St. and Bn Ave., 618-8039.

Monroe Health Clinic, 73d St. and Bn Ave., 287-5082.

Darnall Family Care Clinic, 288-8281.

CHAPLAIN ASSISTANCE

Chaplain Services

Fort Hood chaplains provide multifaceted, ongoing services.

Some services include, but are not limited to:

- Marital counseling
- Individual counseling
- Pastoral care

Crisis intervention support is available 24 hours a day by dialing 287-CHAP (287-2427).

Unit chaplains are available to intercede and assist families during times of uncertainty and distress.

Chaplain Family Life Center

Classes are available in such areas as:

- Couple communication
- Stress management
- Active parenting
- Single parenting issues

Call 287-6310/1852 for more information

EMERGENCY RESOURCES

Military Medical Emergency

“What if I have a medical emergency?”

The military defines an emergency as:

- The death, critical illness, or injury to an immediate family member.
- *Critically ill or injured* is the possibility of death or disability.

Immediate family members are:

- Spouse
- Parents
- Children
- Grandparents
- Guardians who raised you

The birth of a child, a broken limb, or the flu are not considered emergencies.

**Army
Emergency
Relief
(AER)**

AER can provide emergency financial assistance to soldiers and their family members with legitimate financial emergencies, such as:

- Rent to prevent eviction
- Utilities to prevent shut-off
- Emergency travel
- Food

AER considers other emergencies on a case-by-case basis.

For assistance:

- Contact your unit CFS.
- Get and complete a DA Form 1103 .
- The rear detachment commander must sign.
- Provide appropriate documentation.

It is important for family members to know that If they:

- Have a **POA**, a loan can be made after approval by the AER officer.
- Do not have a POA, the soldier **must** be contacted.

Emergency food:

After duty hours and on weekends and holidays, call 287-CHAP (287-2427).

**American
Red
Cross
ARC**

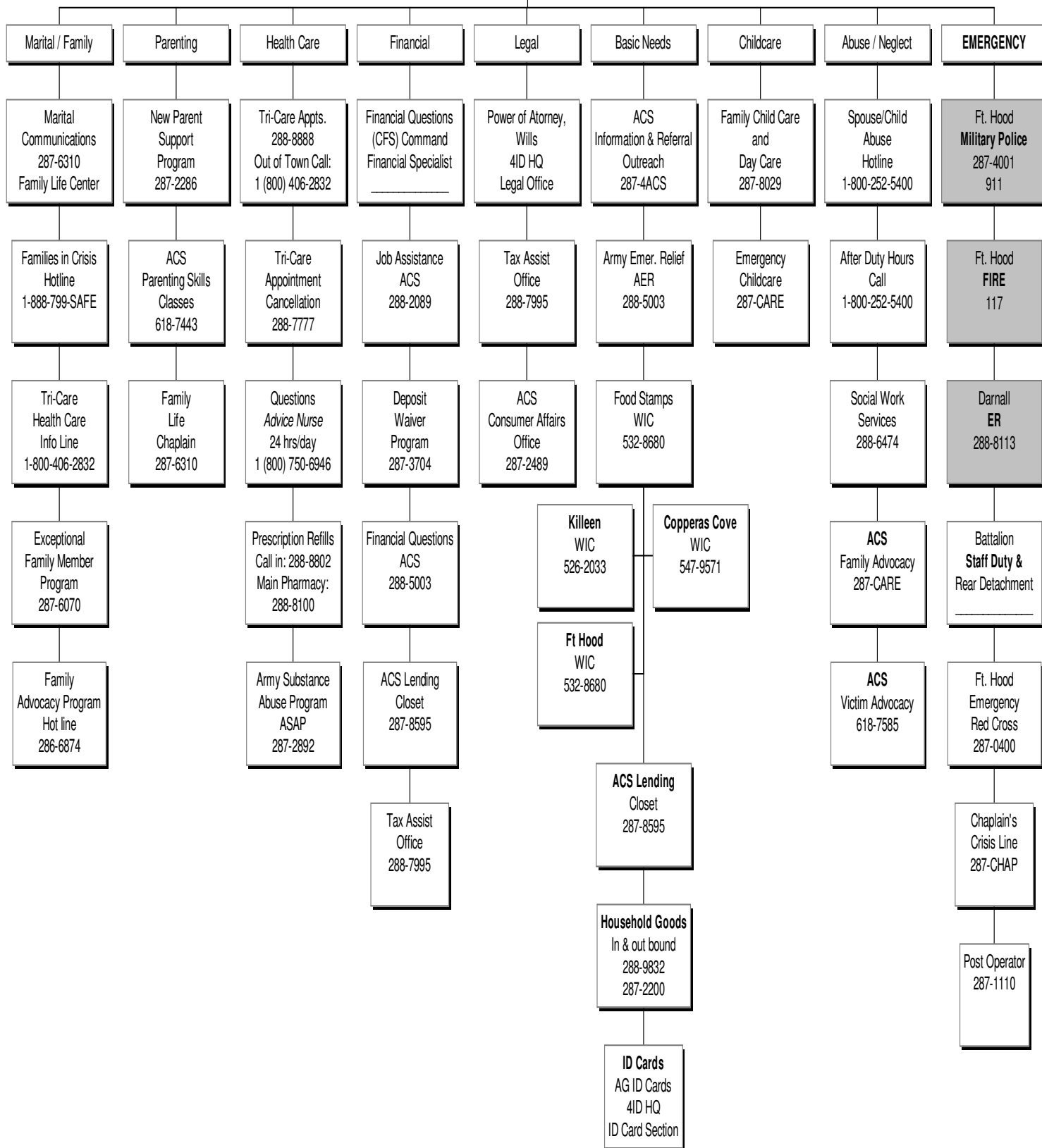
The ARC may be able to assist family members that need emergency financial assistance for:

- Emergency transportation; for example, due to illness or death of an immediate family member, upon verification.

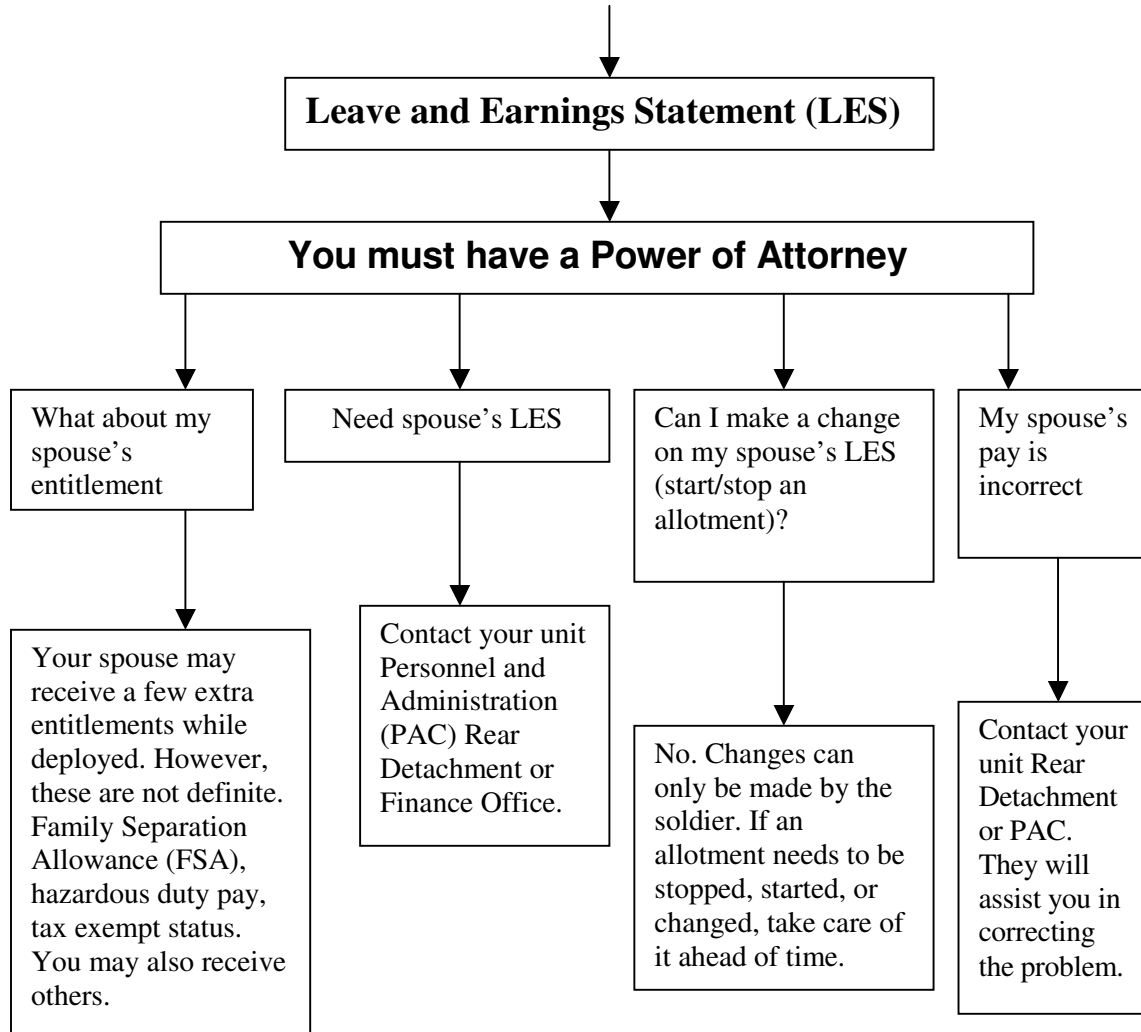
The ARC tries to contact the soldier before a loan is made (this may be difficult during deployment).

If ARC is not able to assist, the family member will be referred to AER.

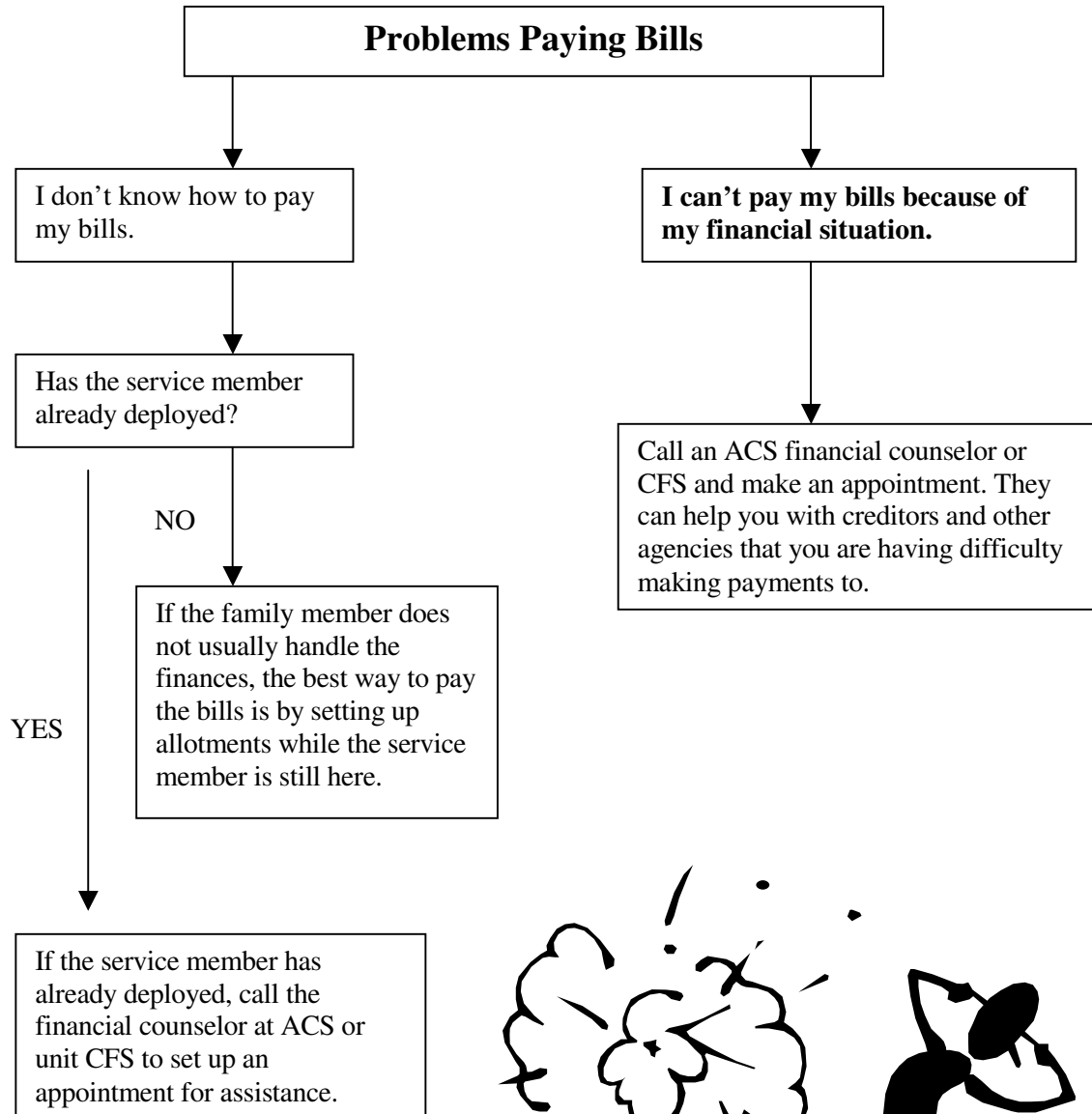
The Nature of my problem is . . .



How Do I Solve Pay Problems?

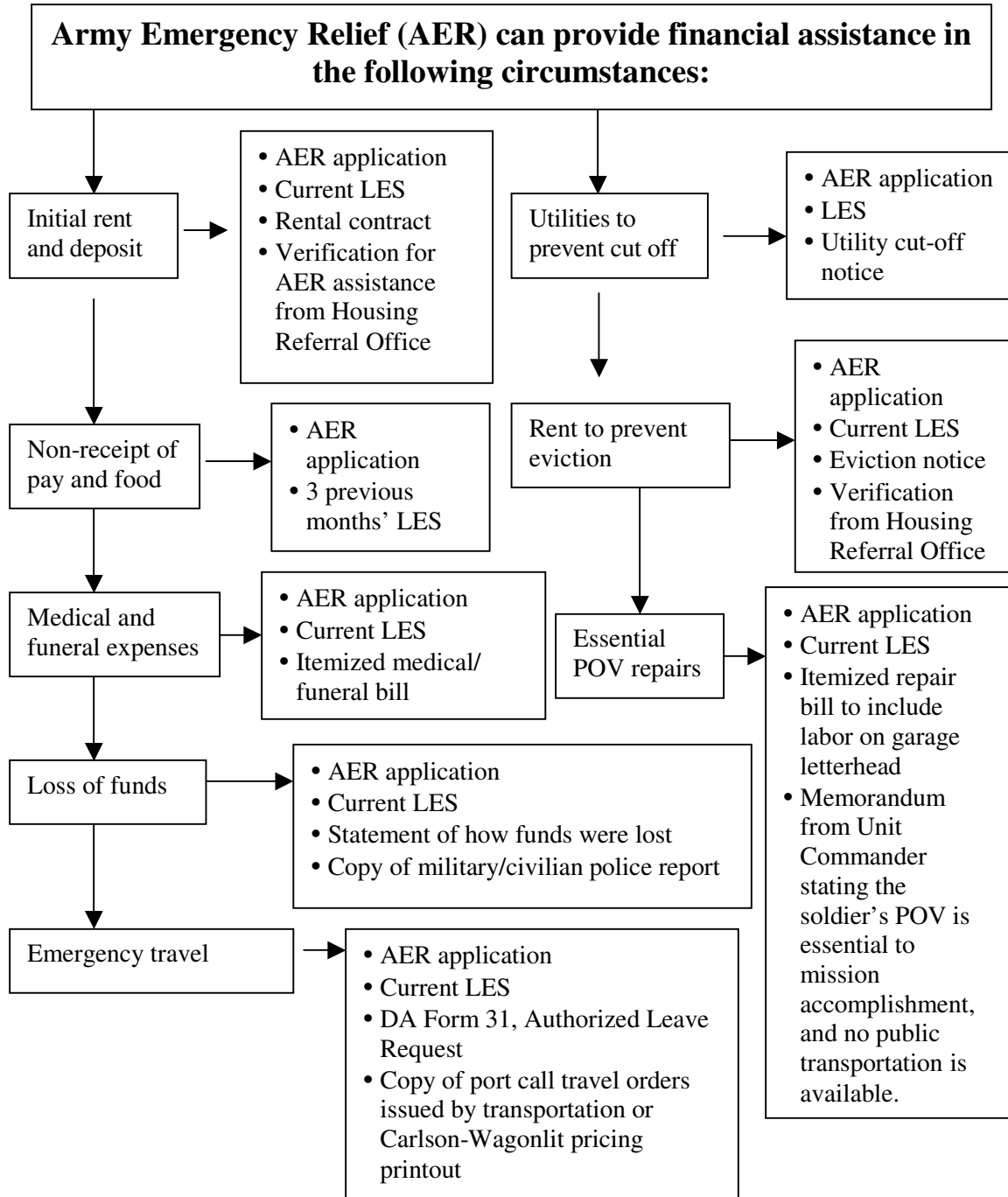


How Do I Solve Problems in Paying My Bills?

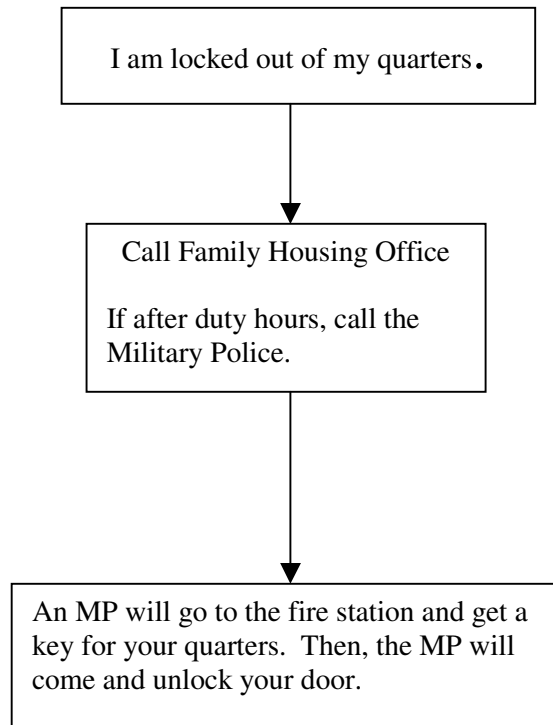


How Can I Get Emergency Financial Help?

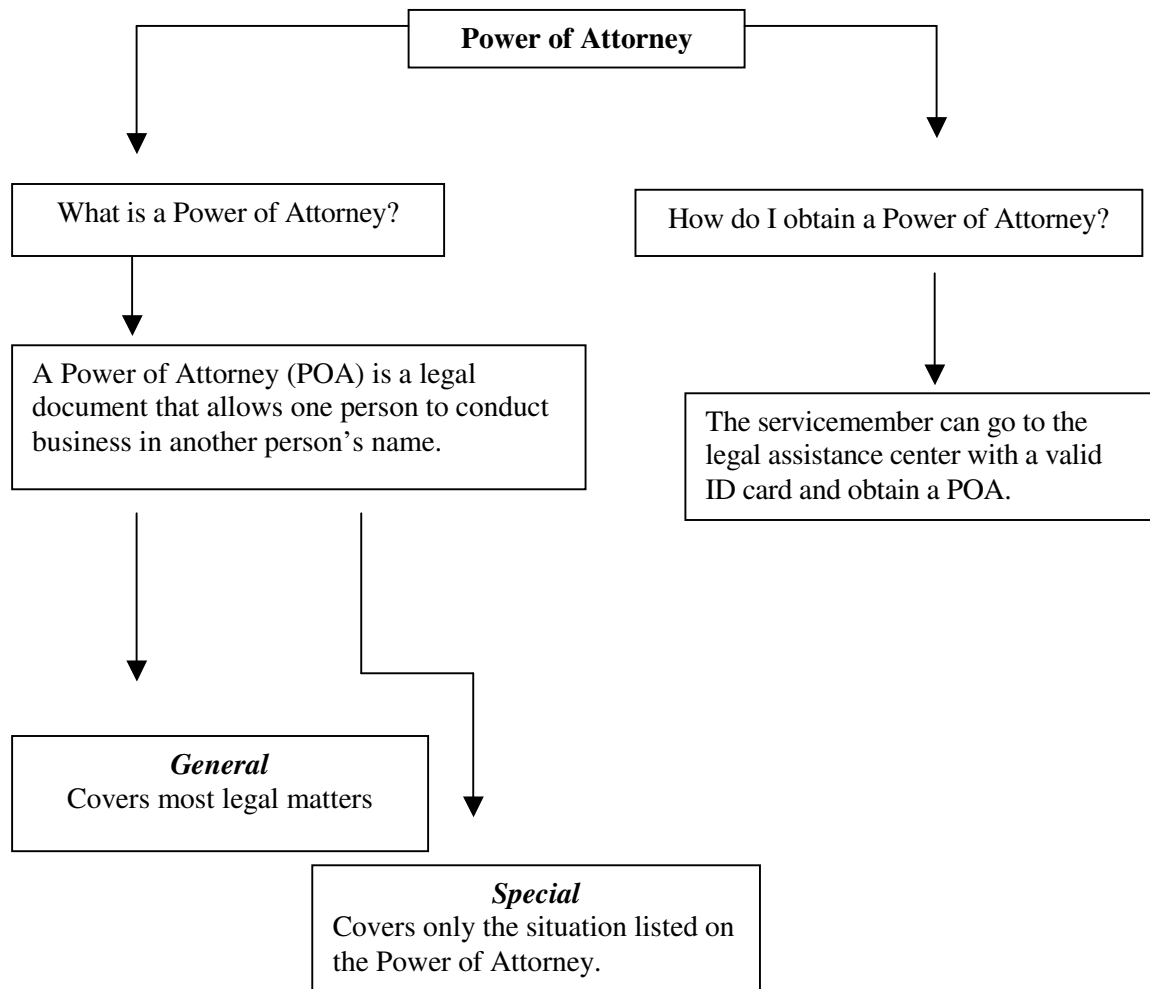
AER Loans



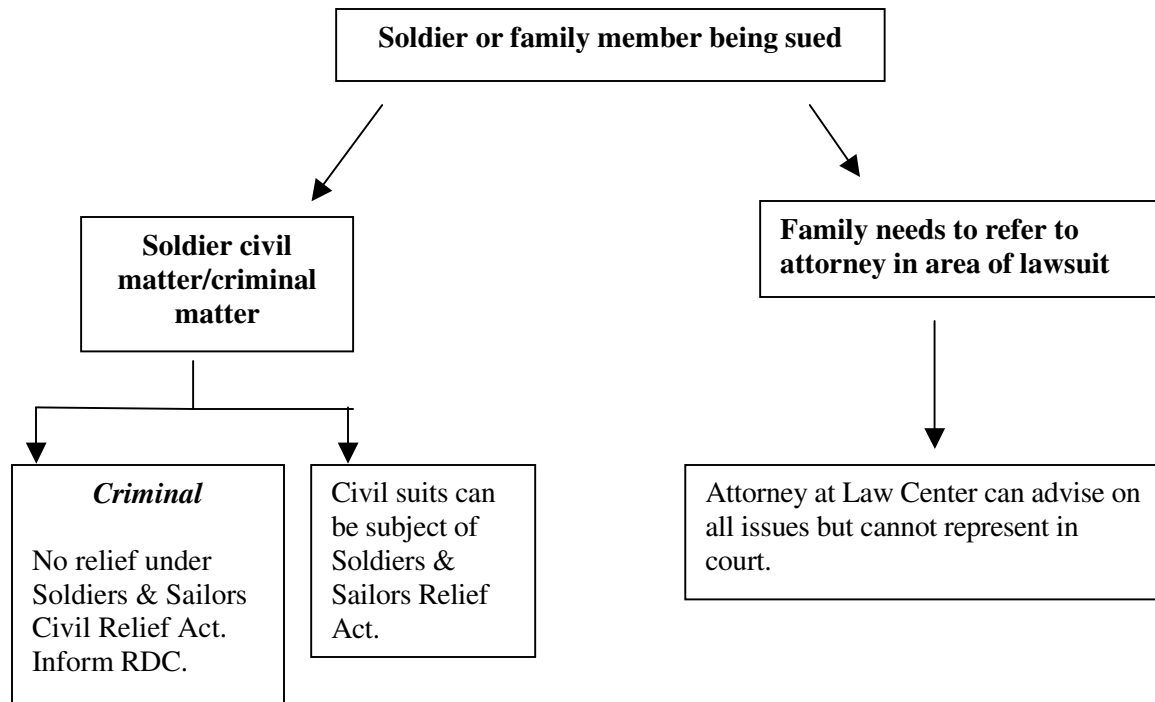
Help! I Am Locked Out of My Quarters!



Do I Need a Power of Attorney?

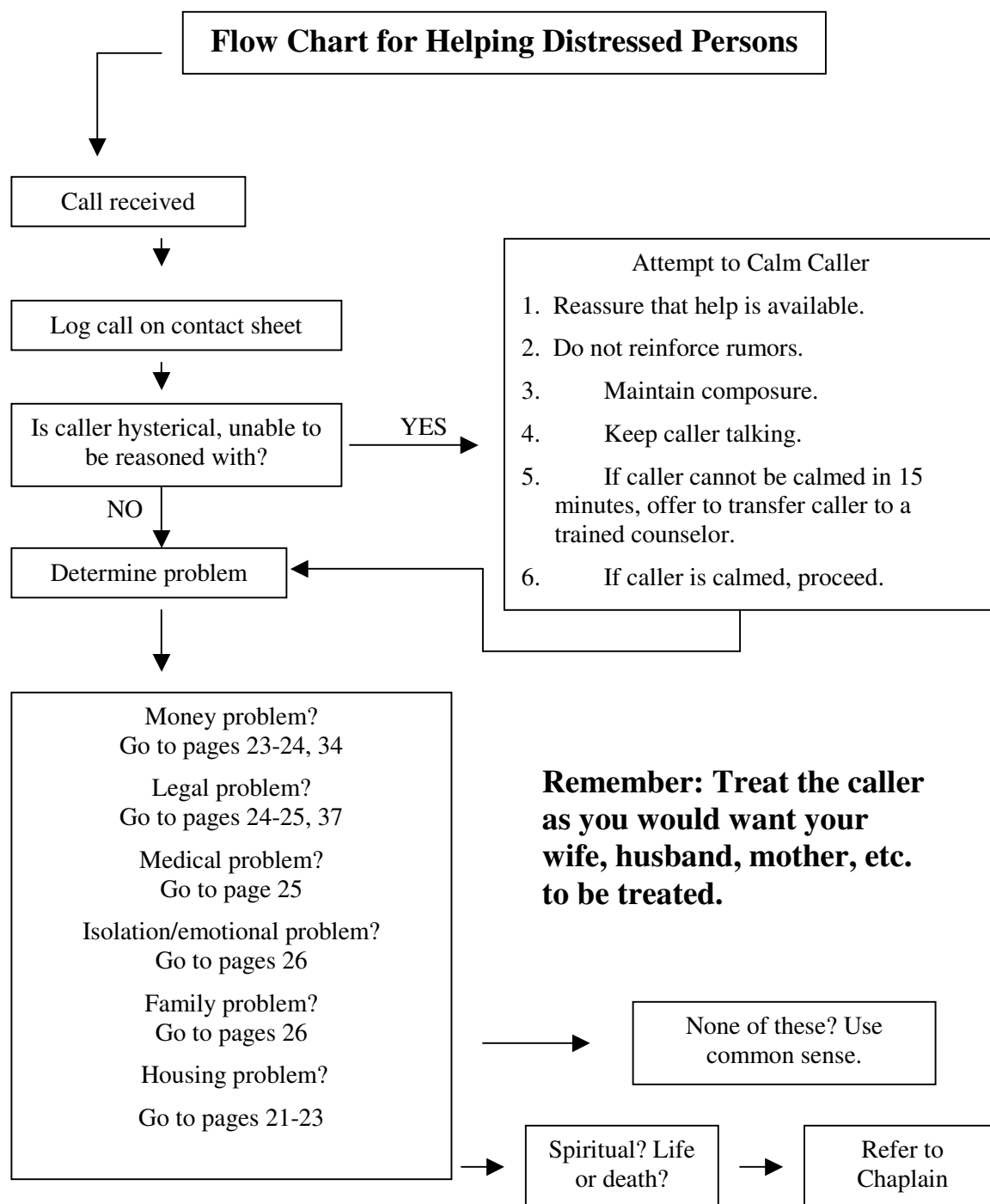


How Can I Get Legal Help?

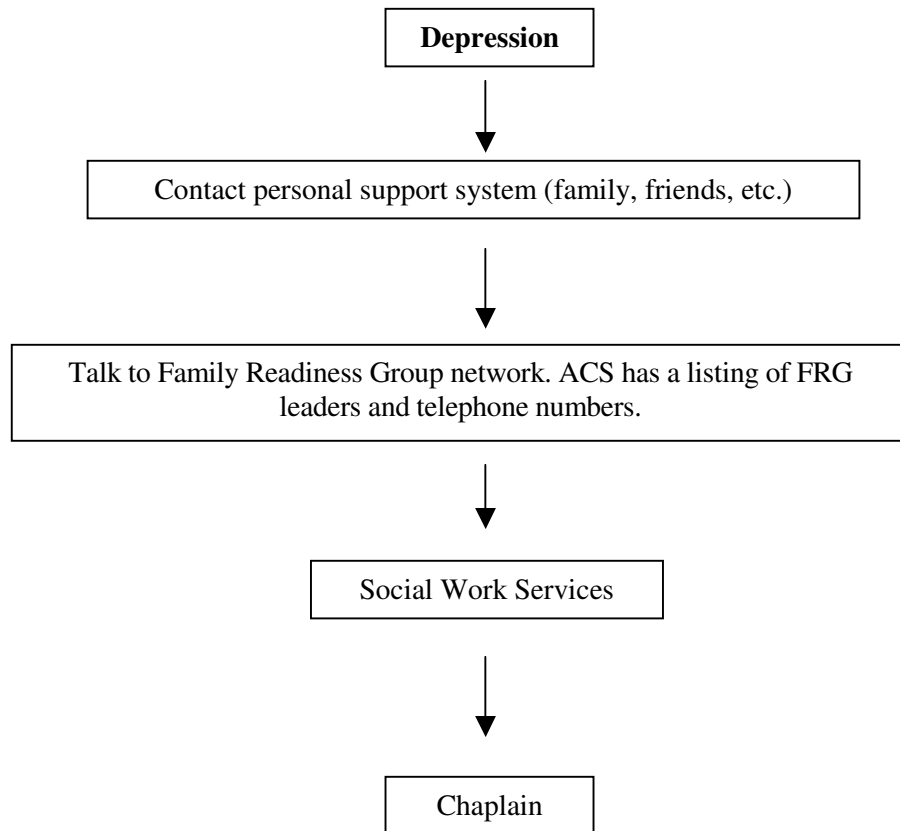


If the soldier is not being sued, then the next issue is whether the matter can be referred to another agency. If the matter is purely legal, is there a pending court date within 48 hours? If not, then have client make an appointment with the Legal Assistance Office. If the court date is within 48 hours, call an attorney at SJA.

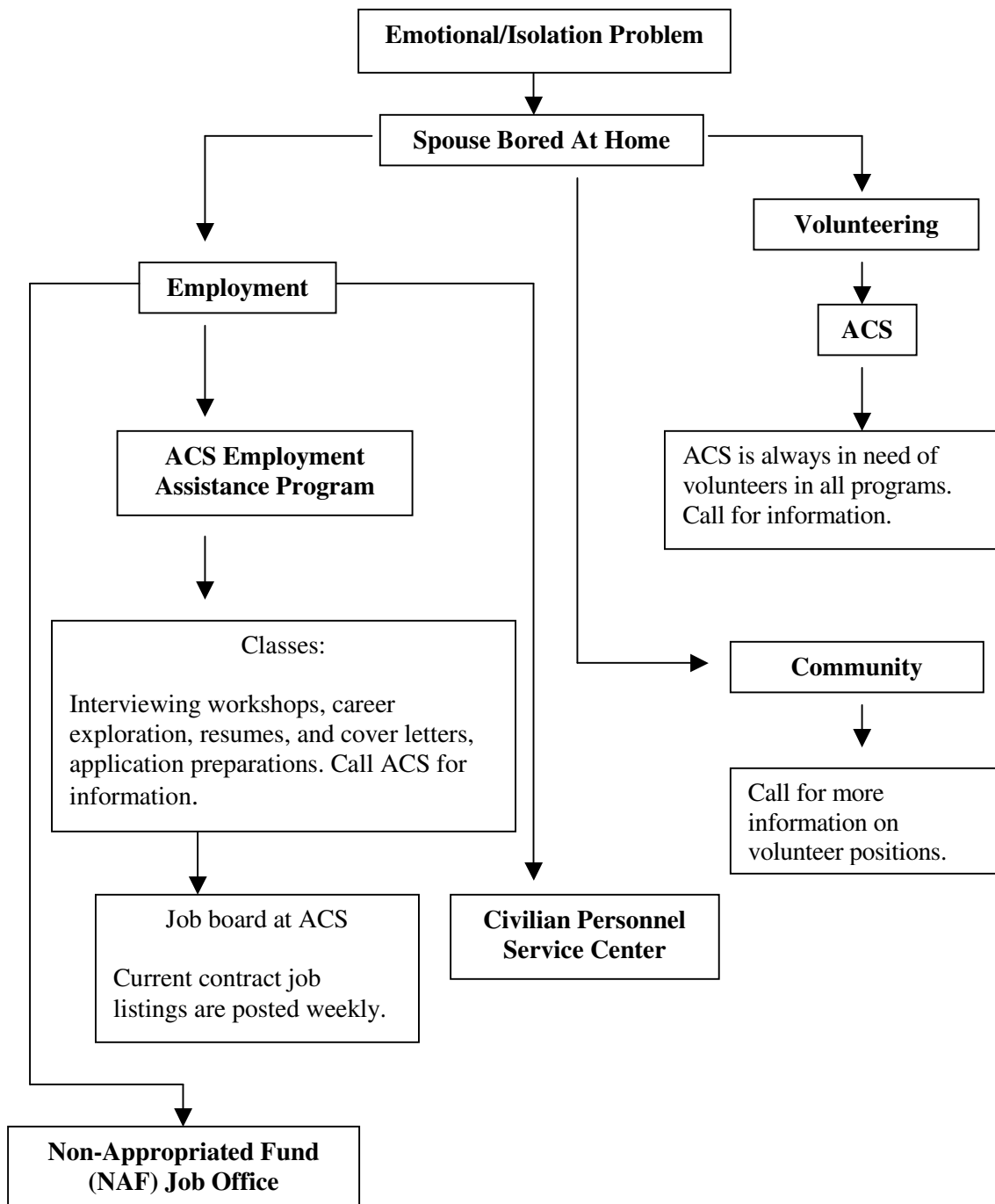
How Can I Help A Distressed Person?



How Can I Help Someone Who is Depressed?



How Can I Help Someone Who is Bored and Lonely?



How Can I Help Someone Who is Feeling Isolated?

Isolation/Emotional Problems



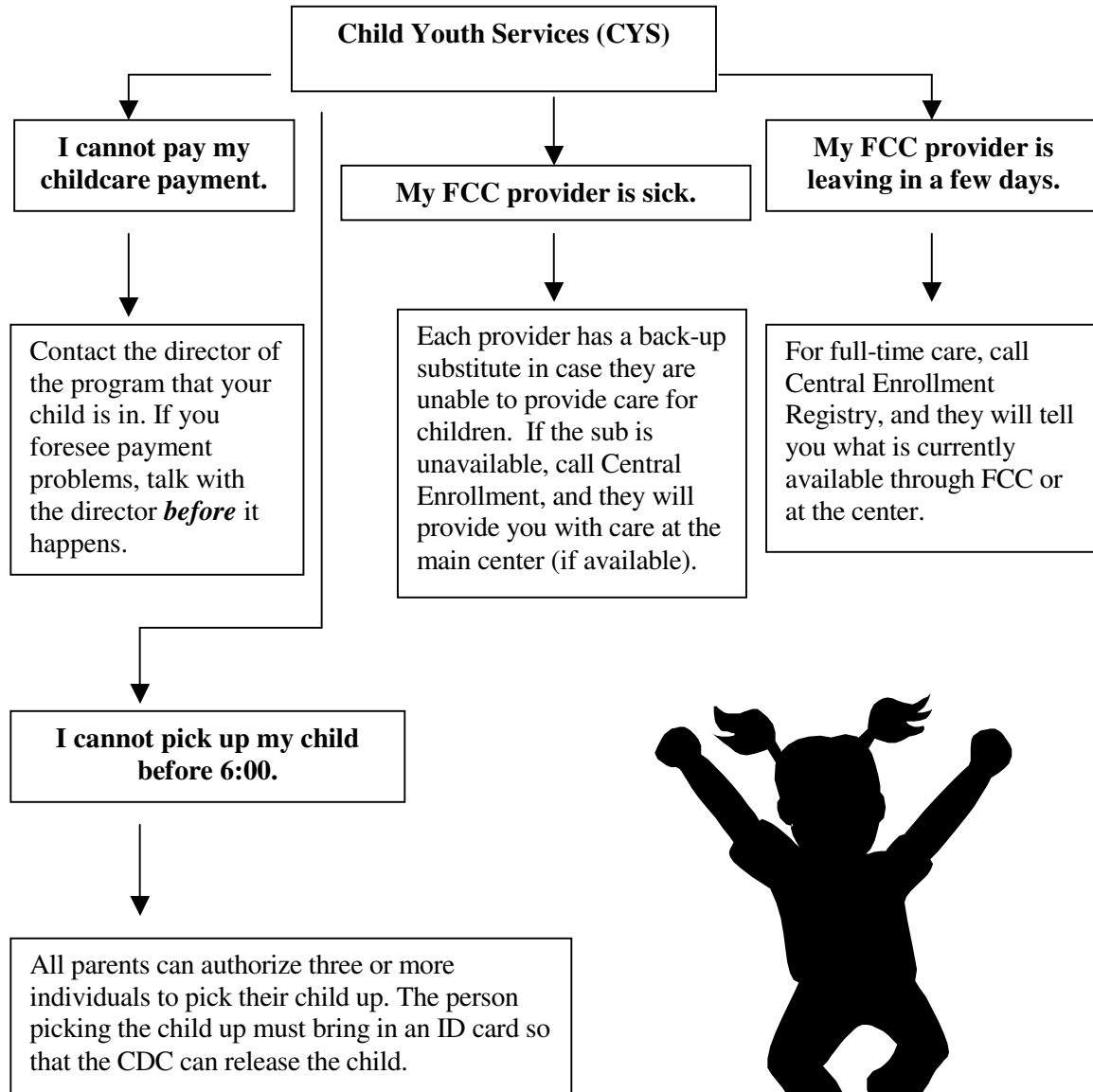
I have not heard from my spouse.



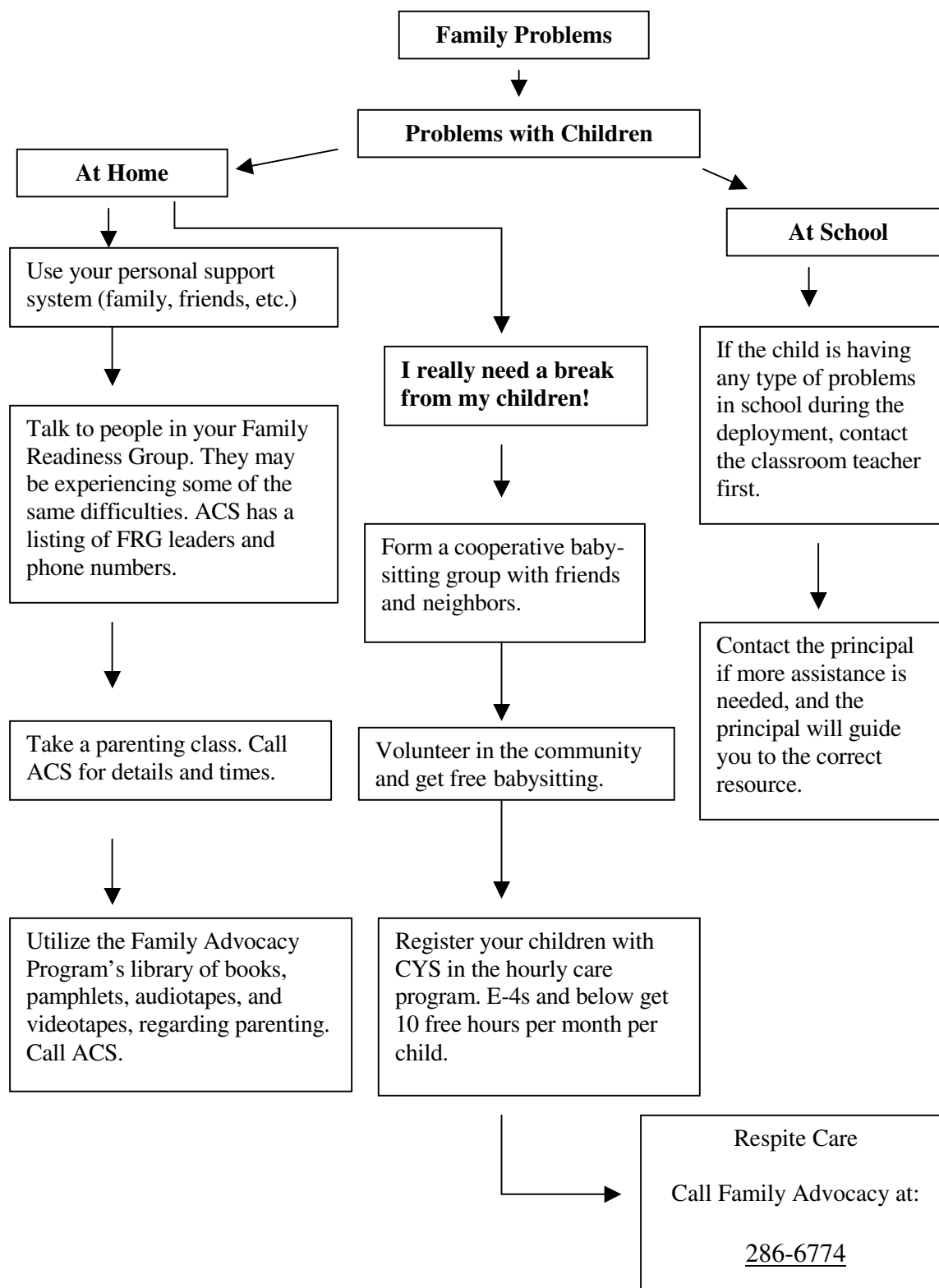
Contact your Rear Detachment Commander. ACS has a list of phone numbers. The Rear Detachment Commander is the primary point of contact for family members who have any questions or need assistance.



How Can I Solve Childcare Problems?



How Can I Solve Problems with My Children?



How Can I Get in Touch with My Deployed Spouse?

Contact your Rear Detachment Commander. The Rear Detachment Commander is the primary point of contact for family members who have any questions or need assistance.

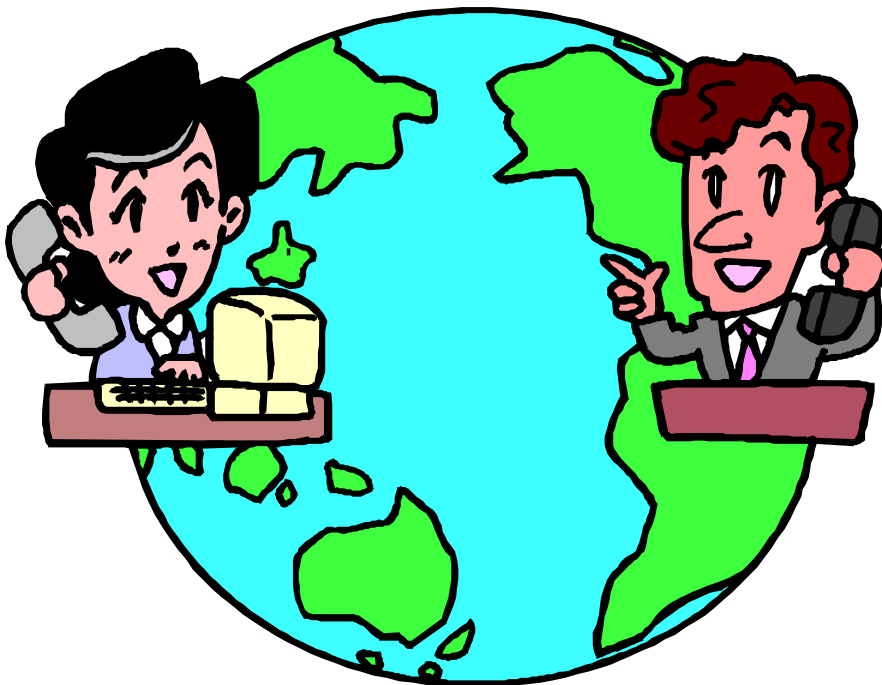
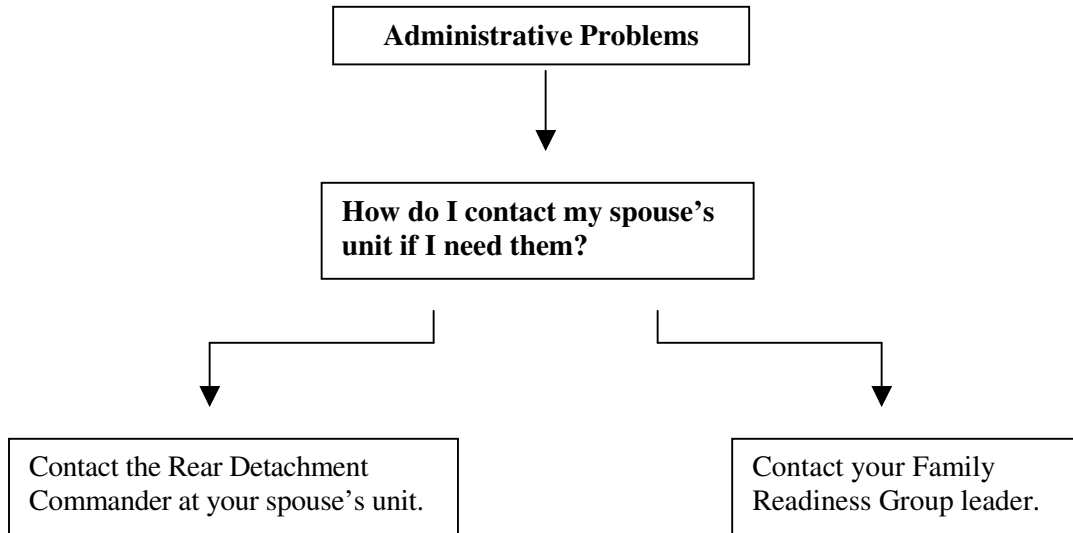


Rear Detachment Commander

See inside cover of this book



How Do I Contact My Spouse's Unit When He is Deployed?



MONTHLY FINANCIAL WORKSHEET

Name of Bank or Credit Union: _____

Location: _____

Checking Account Number: _____

Income:

Base Pay \$ _____

Quarters Allowance (BAH) \$ _____

BAS (Basic Allowance for Subsistence) \$ _____

Other Allowance \$ _____

TOTAL \$ _____

Deductions:

Federal Withholding Tax \$ _____

State Withholding Tax \$ _____

FICA Tax (Social Security) \$ _____

SGLI (Servicemen's Group Life Insurance) \$ _____

Allotments \$ _____

Other Deductions (dental, etc.) \$ _____

TOTAL \$ _____

AVAILABLE INCOME (Income minus Deductions): \$ _____

Monthly Expenses:

	Amount	Due Date
Rent/Mortgage	\$ _____	_____
Utilities:	\$ _____	_____
Gas	\$ _____	_____
Electricity	\$ _____	_____
Telephone	\$ _____	_____
Heating oil	\$ _____	_____
Water	\$ _____	_____
Food (all groceries, including pet food)	\$ _____	_____

Monthly Financial Worksheet—Page 2

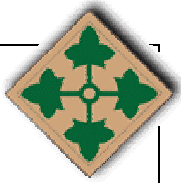
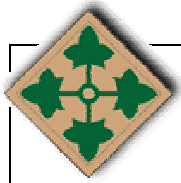
Monthly Expenses:

	Amount	Due Date
Clothing Purchase	\$ _____	_____
Clothing Care (laundry, dry cleaning)	\$ _____	_____
Personal Items (hair care, toiletries)	\$ _____	_____
Installment payments:		
Car	\$ _____	_____
Furniture	\$ _____	_____
Appliances	\$ _____	_____
Insurance (all types)	\$ _____	_____
TV (cable)	\$ _____	_____
Newspaper/Magazines/Books	\$ _____	_____
Gasoline	\$ _____	_____
Recreation (movies, bowling, restaurants)	\$ _____	_____
Children's Allowance (including lessons)	\$ _____	_____
Childcare	\$ _____	_____
Dental and/or Medical Costs	\$ _____	_____
Gifts	\$ _____	_____
Contributions to Church or Charity	\$ _____	_____
Credit Card Account	\$ _____	_____
Credit Card Account	\$ _____	_____
Credit Card Account	\$ _____	_____
Credit Card Account	\$ _____	_____
Credit Card Account	\$ _____	_____
Savings	\$ _____	_____
Emergency Fund	\$ _____	_____

Total Expenses and Savings \$ _____

Total Monthly Income: \$ _____

Difference (+ or -): \$ _____



4th Infantry Division (Mechanized)
FAMILY ASSISTANCE & FAMILY READINESS GROUP
INFORMATION SHEET

(Please fill in the applicable areas)

1. Sponsor's name: _____ Rank/Grade: _____ Gender: _____
Unit: _____ SSN: _____ Birthday: _____
Home address: _____
Home phone: _____ Work phone: _____ Cell phone: _____
Email addresses: (1) _____ (2) _____

2. Marital Status: Single _____ Married _____ Divorced _____ (Name of Ex-Spouse) _____
Does your spouse or significant other live with you? Y / N Name: _____
Birthday: _____ Anniversary: _____ Cell phone: _____
Place of employment: _____ Work phone: _____
Email addresses: (1) _____ (2) _____

3. Children's names: _____ Age _____ Birth date _____
_____ Age _____ Birth date _____
_____ Age _____ Birth date _____
_____ Age _____ Birth date _____
_____ Age _____ Birth date _____

Location of children's schools: _____

Name of persons listed at school that can pick up children

Name _____ Phone number _____

Name _____ Phone number _____

Name _____ Phone number _____

Is your family expecting? If so, expected due date: _____

4. Please list any family members with special needs: _____

5. What arrangements have been made to provide financial support to spouse/children?

Check to bank (sure pay) _____ Allotment _____ Other, specify _____

6. What foreign languages do you speak? _____ Your spouse? _____

7. Do you or your family members have the following?

Driver's license: Y / N

ID cards: Y / N

Will: Y / N

POA: Y / N

Family Care Plan: Y / N

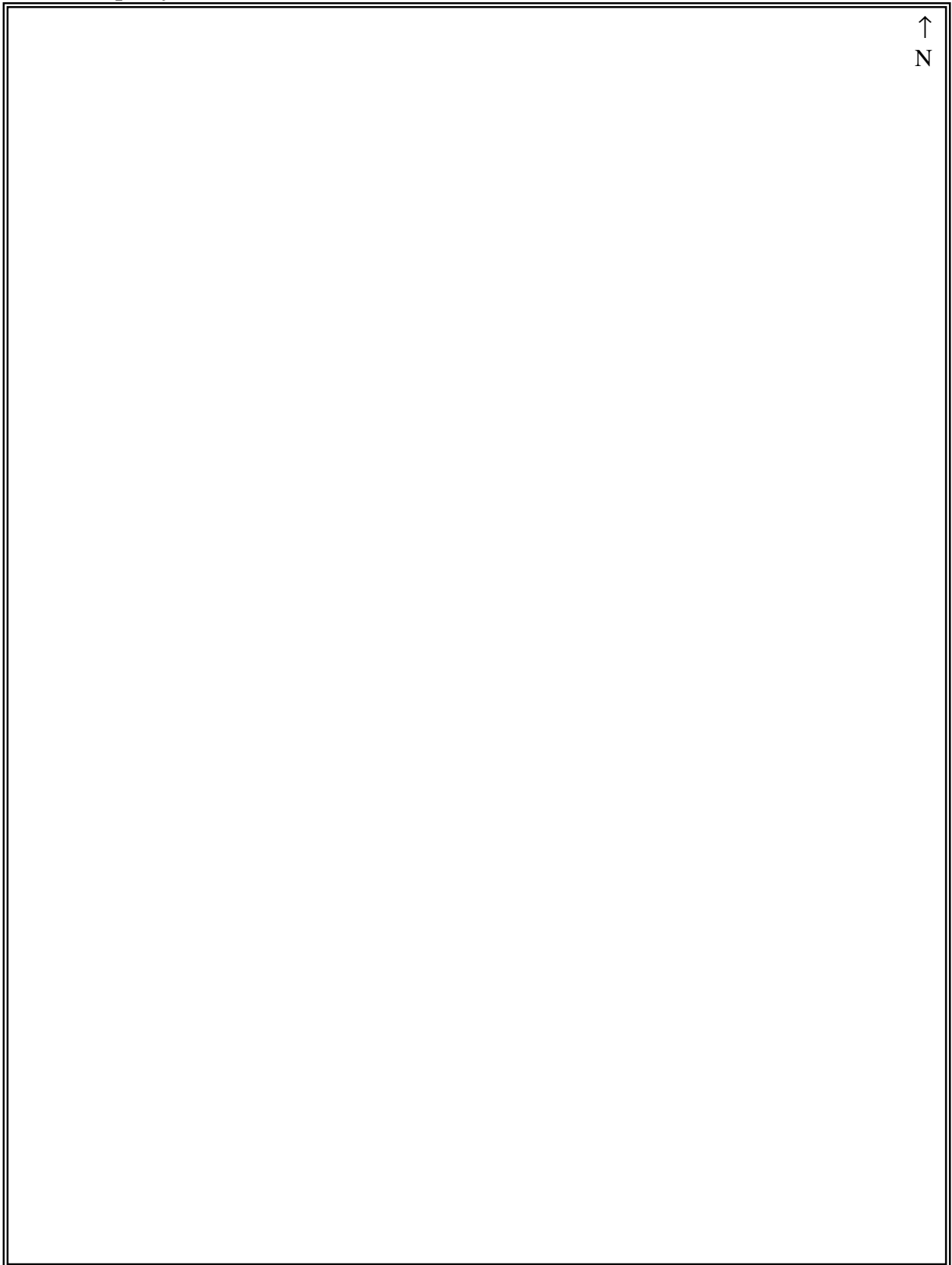
Pet boarding/care: Y / N (if applicable)

8. List any other pertinent issues, which will have an adverse affect on your deployments: _____

9. Are there any concerns about current housing situation? Y / N Specify: _____

10. Will your family relocate if a long-term deployment: Y / N Nearest military installation: _____

Draw a map to your house



11. Other than your spouse, who would you like to be notified in an emergency, serious injury, or death?

Primary Next of Kin:

Name _____ Relationship _____ Phone _____

Address _____

Secondary Next of Kin:

Name _____ Relationship _____ Phone _____

Address _____

Local friend or neighbor:

Name _____ Relationship _____ Phone _____

Address _____

Local church or religious group (optional):

Name _____ Religious Preference _____ Phone _____

Address _____

12. When is the best time to call you? _____

13. What topics would you like to discuss or hear about at a Family Readiness Group Meeting? _____

14. Could you help with any of the following? (Check any that apply.)

FRG Activities _____ Telephoning _____ Fund-raising _____ Newsletter _____ Baking _____

Planning _____ Other (Specify) _____

15. I understand that my phone number and/or email will be published on the Family Readiness Group Contact Roster.

Sponsor's signature _____ Date _____

Spouse's signature _____ Date _____

PRIVACY ACT STATEMENT

Authority: 10 U.S.C. Section 3010, 5 U.S.C. 522a

Principle Purpose Information will be used to provide support, outreach and information to family members.

Routine Uses: Primary Use of this information is to facilitate volunteers in providing command information to family members concerning unit events and in emergencies.

Mandatory or Voluntary Disclosure: Voluntary

2nd BCT Family Deployment Preparation Checklist

The following list is designed to be used in concert with the family readiness handbook to fully prepare a family for a pending deployment. It is not all encompassing so we have left blanks at the end for each family to add additional checks in order to accommodate their specific needs. Upon completing the checklist, the sponsor and spouse will sign the document and turn it into the sponsor's supervisor who will turn it into the company chain of command.

Finance	
Family establishes a joint bank checking account with direct deposit for spouse.	
Discuss how to pay:	
Rent or mortgage	
Car payment(s)	
Automobile Insurance	
Electricity	
Natural Gas	
Water	
Cable	
Internet	
Child Care	
School Tuition (if applicable)	
Credit Cards (Visa, Master Card, Home Depot etc.)	
Property Taxes	
Vehicle Registration	
Savings Account commitment	
How to look up sponsor's LES on My Pay	
How to read sponsor's LES	
Official Document Storage	
Three copies of an up-to-date power of attorney	
Birth Certificate for your sponsor	
Birth Certificate for yourself	
Birth Certificate(s) for your children	
Marriage Certificate	
Up-to-date passports	
Divorce decree (if applicable)	
Immigration documents (if applicable)	
Adoption papers (if applicable)	
State and Federal tax returns	
Life Insurance policies	
Automobile insurance policy	
Fire/Homeowner/Renter's Insurance	
Other Insurance	
U.S. Savings Bonds, Stocks, Securities, Deeds, or Mortgages	

Car Registration	
Car Title	
School Registration Forms	
Shot Records	
Sponsor's Will	
Spouse's Will	
Copy of sponsor's drivers license	
Copy of sponsor's ID card	
Copy of sponsor's motorcycle safety card (if applicable)	
Weapons registration (if applicable)	
Housing maintenance authorization	
Transportation	
Spouse and applicable family members licensed on automobile	
Spouse and applicable family members insured on automobile	
Vehicle(s) in good running condition	
Spouse has two sets of keys for every vehicle	
Spouse knows where to go for automobile repair	
Spouse knows how to file for insurance claim and repair vehicle that has been in an accident	
Spouse knows where to go for routine maintenance (oil change, service)	
Spouse knows where to go for routine damage (flat tire)	
Spouse knows how to request assistance if keys are locked in car	
Know your home	
Location of circuit breaker box	
Water shut off valve	
Gas control valve	
Name and phone number of an electrician	
Name and phone number of a plumber	
Name and phone number of your landlord or housing office	
Location of warranties for household appliances	
Two sets of keys to the house	
Yard care plan (lawn mowing, maintenance, watering)	
Pet Care	
Name and phone number of pet's veterinarian	
Name and phone number of kennel	
Shot records	
Registration on Fort Hood	
Weapons	

Location of all weapons	
All weapons stored in a locked cabinet	
Ammunition stored in a separate location	
Miscellaneous	

MAIL RELEASE FORM

(Please Print)

Mail Release
(Please Print)

I _____, assigned to _____
(rank/name) (unit)

authorize _____ to pick up mail addressed to me
(spouse's name)

at the unit mail room during the period _____
(first day)

through _____.
(last day)

signature

Leave and Earning Statement (LES) Release

(Please Print)

I _____ assigned to _____,
(rank/name) (unit)

authorize _____ to pick up my LES at
(spouse's name)

the unit S-1 during the period _____ through _____.

I understand that my family member will receive a copy of my LES. I also understand that I need to visit the SJA to get a Special Power of Attorney for each pay change I authorize my spouse to make to my pay account.

Signature _____

